



Best Practices 2000

U.S. Department of Housing and Urban Development ROCKY MOUNTAIN EDITION

MAY 2000

<http://www.hud.gov/bestpractices.html>

ISSUE No. 2

Building a Better Tomorrow 2000

Over the past two years, the Department of Housing and Urban Development has undergone a marked transformation in the way it conducts business — it is no longer business as usual at HUD. This change required a fundamental paradigm shift, which was dramatic for many. We dared to step forward and make a personal commitment to restoring the public trust by demonstrating competence in the way we deliver services. We recognized that our responsibility is to help people empower themselves.

Our successes have been many. We have forged partnerships with local governments, communities and the private sector — something never before heard of in government affairs. We have lifted communities to a higher level through grassroots actions by empowering communities and individuals. And, through the restructuring of field organizations to include community empowerment teams, we are setting a foundation to develop and perpetuate a unified, one-HUD approach to meeting community needs. All this in only the second year

of HUD 2020 Management Reform. Just imagine what the next 20 years will bring, if we can achieve so much in only two years.



Joe Garcia, Secretary's Representative Rocky Mountain

Even though our traditional goals remain the same — fighting for fair housing, increasing affordable housing and homeownership, reducing

(see BUILDING on page 3)

Effective Techniques of Top Performers!

Rent Start: Securing and Maintaining Housing for People in Need

In Denver, CO, many homeless and low-income individuals can now rent an apartment or house of their own through the new Rent Start Program. With financial assistance from HUD's Emergency Shelter Grant and the collaboration of public and private sector organizations, Denver Rent Start Program helps individuals secure housing, learn how to maintain permanent housing, and understand the importance of a positive credit reference.

Through a creative and affordable loan payment program established by Nan Morehead and other Rent Start

staff, individuals are able to place the security deposit and first month's rent on an apartment or house. The loan, which is offered at a maximum of \$1,000, may be paid back over two years. Loan recipients receive incentives for making payments in a timely manner and for paying off the debt within two years. Incentives include receiving a 10 to 20 percent return on their loan. This reward reinforces the importance of maintaining a good credit history. In addition, recipients attend 48 hours of instruction on the topics, skills and resources needed to physically and financially maintain a home. The topics covered in the sessions include home repair, house-keeping, finances (e.g., budgets,

(see RENT on page 3)

From Counseling to Escrow, Fort Collins Moves Toward Independence

In cities and towns across the country, many individuals and families are becoming self-sufficient through a variety of programs and innovative partnerships. One successful program is the Fort Collins Family Self-Sufficiency Program (FSS). The Fort Collins FSS Program has provided more than 61 families with the knowledge, skills and financial resources to help them move from public assistance to independence.

The FSS Program realizes that families are like snowflakes: each one similar, but with subtle differences.

(see COUNSELING on page 3)

Best Practices Focus Group Sessions

On February 3, 2000 HUD began hosting a series of Best Practices Focus Group sessions. These sessions bring together industry practitioners, management and other experts from housing program areas, along with HUD Best Practices Team members, to develop and refine models by which best practices can be identified, categorized, and utilized. There are two sides to the model equation that the Best Practices Team is addressing. The focus groups deal with the framework of the "What" side: What are the strategic objectives and key performance indicators; what are the critical success factors and major barriers to success; what are the desired results or outcomes of success? Individually and in total, these define what best practices are needed for. From them flow the second side of the model, the "How." It is the best practices themselves that will populate the "How" side: How success is achieved, how barriers are overcome, how outcomes are measured and reviewed for continuous improvement, etc. The Focus Group sessions are, of course, not the only source of the

"What," but they are a vital, necessary part in order to both identify the most relevant best practices, and most important of all be able to leverage them wherever practical for the most benefit of everyone.

A secondary, but also important, objective of these Focus Group sessions is to solicit input from the industry on "areas of need" within HUD programs for the provision of technical assistance. The information received on technical assistance will be used to develop high-value workshops for the 2000 Best Practices Symposium.

BEST PRACTICES FOCUS GROUP SESSIONS


Native American Programs	May 11, 2000
Community Development	May 18, 2000
Special Needs Housing	May 25, 2000
Rental Production (Hope VI, CDBG, HOME)	June 1, 2000
Youth Development	June 8, 2000
Resident Services	June 15, 2000
Rental Assistance/Section 8	June 22, 2000
Homeowner Rehabilitation	June 29, 2000

For more information, contact Neil Brown or Mary Barry on 202/708-1027.

U.S. Department of Housing and Urban Development

Best Practices Symposium 2000

Mark Your Calendar!



August 7-10, 2000
Washington, DC

More Information Coming Soon! • 202,708,1027

BUILDING from page 1

homelessness, promoting jobs and economic opportunity, empowering people and communities and restoring the public trust — the primary emphasis has shifted away from HUD central, focusing instead on those working in the communities.

EMPOWERMENT

No longer are directives issued to communities, but rather a bottom-up, community-driven management style has been implemented to empower communities and individuals. By providing tools to implement revitalization strategies through various methodologies, we have empowered groups to find the best solutions for their needs — after all, no two communities are alike and no one solution will work for all. It is the

partnership efforts of communities, private sector and governments working together that builds strength and helps communities to move forward.

RESTORING PUBLIC TRUST

By consolidating and reorganizing programs, HUD has been able to more efficiently meet the needs of its constituents. In communities across the country, funds have been used to effectively empower individuals — and thus these efforts have begun to restore the public trust.

Community partnerships are an investment in the future that will build a better tomorrow for everyone.

BEST PRACTICES

Through the “Best Practices” initiative, we showcase the practices

that are models of success in empowerment and building trust, as well as in the other areas important to HUD. Because of the success of the Best Practices initiative, HUD can now document true successes in the industry that can be used as prototypes for others.

Best practices is an ideal information tool for distributing ideas that work to others across the country.

But, it doesn’t end with those practices that have been started and emulated thus far. Your successes will continue to be showcased and replicated through the Best Practices 2000 program. By sharing your successes with others, your legacy lives on and everyone benefits from your best practices. ♦

COUNSELING from page 1

As a result, each family receives the direct attention of a caseworker who creates and tailors a program to specifically address the needs of that family. A comprehensive curriculum of education, skills training, counseling support services and financial opportunities is individually crafted on a case-by-case basis.

Based on the belief that knowledge serves as the foundation for success and self-development, the FSS Program offers a variety of classes to help participants learn valuable skills. Individuals can attend classes on receiving their high school diploma equivalency and classes on topics such as computer programs, computer repair and general business. Career counseling services also are offered. Through these classes and other FSS Program services, individuals can become more marketable in the workforce.

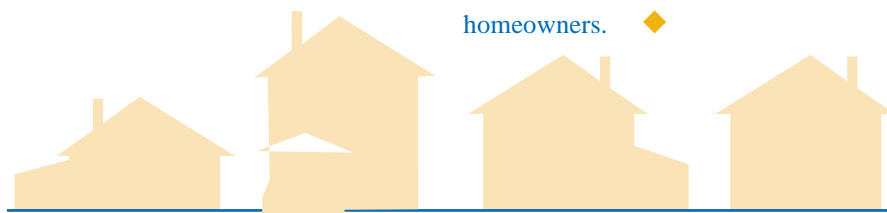
Financial assistance is also available to many of those who enroll in the program. More than 33 families, who receive HUD’s Section 8 rental assistance, also participate in a new escrow account program established in conjunction with the Fort Collins Housing Authority.

Although the program is in its infancy, it is producing excellent results, and the staff hopes to expand it in the near future. Currently, 61 families are enrolled, and more than half of those participate in the escrow plan. Only through a collaborative effort of the community — families, the Fort Collins Housing Authority staff, the Fort Collins Self-Sufficiency Program staff, HUD and other individuals — can the program and its services continue to succeed. ♦

RENT from page 1

financial management), and tenant rights and responsibilities.

The Rent Start Program has achieved a number of successes. Many of the recipients who were approved for housing previously lived in shelters, hotels or with other families. To date, 75 percent of the recipients have maintained their housing successfully. The Rent Start Program is a collaboration of public and private agencies and organizations, including the Denver Department of Human Services, Community Housing Sources, Key Bank and the Denver Board of Realtors Foundation. These organizations understand that with education and the financial resources to get started, people can become self-sufficient renters and homeowners. ♦



Best Practices 2000

Yes, I would like to be placed on the Building A Better Tomorrow, HUD's Best Practices and Technical Assistance Forum newsletter mailing list. (Please print) Send form to the address below or call the Best Practices HELP Desk number.

Name: _____

Address: _____

Telephone: _____

Fax: _____

E-mail: _____



Building A Better Tomorrow

HUD's Best Practices and Technical Assistance Forum Staff

- Linda Cianco, Editor-in-Chief
- Francine Sutton, Editor
- Paulette Ceophas, Distribution

Would You Like To Contribute An Article?

If so please contact our Newsletter Editor at the number listed on the right.

How To Contact Us

Best Practices HELP Desk — Just A
Phone Call Away: 202/708-1992

Fax No. 202/708-2538

Newsletter Editor Telephone:
202/708-1027

Newsletter Editor e-mail address:
Francine_Sutton@hud.gov

Web Site Address:
<http://www.hud.gov/bestpractices.html>

U.S. Department of Housing and Urban Development
Office of Management and Planning
409 Third Street, S.W., Suite 310
Washington, DC 20024

Address Service Requested